



THE COUNTY OF STANISLAUS

HEALTH SERVICES AGENCY



Stanislaus County
now offers an employee
bonus worth up to
**\$10,000 or 21
additional days of
leave time!***

**See inside for details*

Help Desk Supervisor
(Technology Specialist III)
\$83,865-\$101,940 Annually

Apply by December 17, 2025 or once 75 applications are received

THE POSITION

The Technology Specialist III is the professional-level position in this series. This classification performs a variety of technical duties in support of computer hardware and/or software with emphasis on various specialized applications that have a medium to high degree of complexity. These include at least one of the following: ORACLE or SQL Databases, Office Automation Suites, Internet/Intranet Applications, Electronic Document Management Systems, Rapid Application Development Applications, Departmental/Enterprise-wide Applications such as Justice, Health and Social Services, PeopleSoft, Geographic Information Systems, and Help Desks. Assignments require knowledge of specialized applications typically running on the server or the desktop and familiarity with the infrastructure necessary to support them. Duties in this classification require a broad range of skills spanning both software and hardware, but with the greater emphasis on applications. This classification requires experience in supporting specialized applications in government or corporate environments as well as technical judgment and initiative in making decisions in accordance with established guidelines. Generally, duties assigned at the Technology Specialist III level are performed with less of a need for instruction, support, and supervision. In addition, the variety and complexity of applications worked with is greater at the Technology Specialist III level.



*Interested in learning more about the The Health Services Agency?
Scan the QR code or visit www.SCHSA.org*

IDEAL CANDIDATE

The County of Stanislaus, Health Services Agency is looking for a talented, professional, technology skilled-individual. Customer focus with a willingness to be part of the team should be at the heart of the candidate's priorities. The ideal candidate should possess the skills and understanding of project management methodologies, as well as having an in-depth knowledge of various computer hardware and software technologies and be comfortable working under pressure.

MINIMUM QUALIFICATIONS

KNOWLEDGE

- Computer hardware and software, operating systems, workflow processes, direct access techniques and remote processing;
- Operational characteristics of local and wide area network systems;
- Operational characteristics of communication systems, equipment, and devices;
- Automated systems/software utilized in area of assignment, including work processes, methods of data entry/retrieval, and system navigation;
- Methods and techniques of testing, troubleshooting, problem solving, and maintenance of desktop computer, network, and communication system hardware and software;
- Tools used in the maintenance, testing, troubleshooting, and installation of personal computers, communications equipment, network components, and peripheral equipment;
- Principles and practices of effective customer service; Principles and practices of effective team building, team leadership and conflict resolution;
- Safe work practices when working with electronic equipment;
- Operations, services, concepts, terms and activities common to a comprehensive, state of-the-art information technology program; and
- Principles of records and database management.

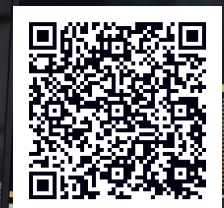
In addition to the above, when assigned to Telecommunications:

- Radio communications and electronics including Microwave radio theory and operations; and
- Standards and protocols for data/voice communications.

SKILLS & ABILITIES

- Supervise staff, plan, assign and delegate work, monitor performance, take corrective action;
- Understand the operations and functions of an assigned business unit;
- Develop training materials; train team members in the use of complex technical equipment and software;
- Perform complex duties related to troubleshooting, configuring, performing repairs and assignment specific desktop and network hardware and software issues and respond appropriately to customer service requests;
- Write procedures and documentation for problems, solutions, and standards;
- Track service requests and trouble reports and ensure problems are resolved;
- Execute system testing plans and test, troubleshoot and de-bug programs using appropriate technology to ensure system functionality;
- Read, comprehend, and retain technical information on computer products and systems;
- Communicate clearly and concisely, both orally and in writing;
- Communicate technical issues to individuals with varying degrees of information technology knowledge;
- Establish and maintain effective working relationships with those encountered during the course of the work;
- Organize and manage multiple priorities and perform a variety of work assignments;
- Work independently and as a cooperative, contributing member of a team;
- Provide on-call service during off hours, evenings, weekends and holidays; and
- Work with confidential and protected information and maintain confidentiality of data.

For the full job description, including the typical tasks, scan the QR Code or click [here](#)



MINIMUM QUALIFICATIONS

EDUCATION & EXPERIENCE

PATTERN I

- Two (2) years of experience providing technical support of computer applications and equipment at a level equivalent to Technology Specialist II in Stanislaus County

PATTERN II

- Equivalent to the completion of an Associate's Degree from an accredited college or university with major coursework in computer science, information technology, or a related field. Possession of an approved information systems technology certificate, or completion of an approved information systems training course may substitute for all or part of the above required education;

AND

- One (1) year at a level equivalent to Technology Specialist I in Stanislaus County

Proof of education is required for verification purposes at the time of application. Applicants who are unable to submit proof must call (209) 558-7192 to make other arrangements before 5 pm on the final filing date. Failure to submit proof or make other arrangements before the final filing date deadline will result in disqualification.

DESIRABLE QUALIFICATIONS

- One (1) or more years of leadership or lead-level experience in a Help Desk or IT Service Desk environment supporting a medium to large organization;

OR

- Current certifications such as ITIL v4 Foundation, CompTIA A+, Network+, or Microsoft Modern Desktop Administrator;

AND

- One (1) or more years of working in an organization subject to HIPAA security and compliance requirements.

QUICK GUIDE TO APPLYING

APPLICATION PROCESS



1.
Find the
Right Job



2.
Update Your
Application



3.
Submit Your
Application



4.
Wait for
Processing



5.
Receive Notice of
Application Status

APPLICATION BEST PRACTICES

BE COMPLETE

We screen for qualifications based on the information provided on your application, not on your resume. **Please make sure all relevant experience is listed within the body of your application.**

BE DETAILED

Connect your professional experiences to the job's knowledge, skills and abilities. **Share your work history and how it relates to the minimum qualifications of the position.**

UPDATE YOUR APPLICATION

Take the time to review and update your application each time you apply for a new position. **Ensure that your employment dates are correct and that any relevant skills or experiences are listed.**

ATTACH SUPPORTING DOCUMENTS

Attach any required supporting documentation listed in the Minimum Qualifications. **Not submitting that typing certificate or proof of education could be the reason you are disqualified!**

HIGHLIGHT DESIRABLE QUALIFICATIONS

If there are desirable qualifications listed, they may influence the screening process. **Detail how you meet both minimum qualifications and desirable qualifications in the duties section of your application.**

COMMON MISTAKES TO AVOID

WRITING "SEE RESUME"

Relying on your resume instead of completing the application can hurt your chances. **Be sure to fill out all sections and attach proof of education when required, as resumes alone don't provide the details needed to evaluate your qualifications.**

OUTDATED OR MISSING REFERENCES

Submitting old contact information or leaving references blank can delay the reference check process. **Include current, reachable contact information for all references.**

INCLUDING TOO MUCH OR UNRELATED INFO

Adding long paragraphs or unrelated experiences can make your application unclear. **Keep your application clear, concise, and focused on relevant qualifications.**

ASSUMING COMPUTERS SCREEN APPLICATIONS

Believing that a computer or automated system selects qualified candidates is a common misconception. **All applications are reviewed by trained recruitment analysts, so make sure your experience is clearly detailed.**



STANISLAUS
COUNTY HUMAN
RELATIONS

Take Your Place.



JOIN OUR TEAM and receive a bonus worth UP TO \$10,000!

or 21 additional days of leave time!*

*EMPLOYEE CHOICE BONUS PLAN ALLOWS ELIGIBLE NEW EMPLOYEES TO RECEIVE A BONUS WORTH \$5,000 - \$10,000 OVER THREE ANNUAL INSTALLMENTS

YOU CHOOSE:

One month's worth of

Scan the QR code with a camera
app to watch the Employee Choice
Bonus Plan video!



Cash Payout

Redo that kitchen
or paydown debt.

It's all yours.



Leave Time

Take a little extra time
off and enjoy yourself.

You've earned it.



Deferred Compensation

Reduce some taxable
income and receive it later.

Why not?



STANISLAUS
COUNTY HUMAN
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Take Your Place.



clubwellness
myclubwellness.org

Employee Choice Bonus Plan

UNDERSTANDING THE DETAILS



JOIN OUR TEAM BY JUNE 30TH, 2026 TO BE ELIGIBLE!

The following Employee Choice Bonus Plan is designed to allow those hired full-time on or before June 30, 2026, to choose one of the three bonus incentive options (one-time option, non-revocable) they would like to receive:



Option 1 **BONUS** **CASH PAYMENT**

(Default if employee declines to make a choice)

- One month of salary (168 hours) paid in cash over three annual installments at the highest step or top of band of the classification held by the employee at each vesting date.
- Minimum amount of each payment will be \$1,666.67 and a maximum payment of \$3,333.37 (base hourly rate of pay for the classification multiplied by 56). The amount of each payment may change depending upon an employee's individual circumstances.
- Total minimum amount received will be \$5,000.01 and maximum will be \$10,000.02 paid over three installments.
- Applicable taxes will be applied and withheld.



Option 2 **BONUS** **LEAVE TIME**

- 168 hours of bonus leave time allocated within three annual installments.
- Bonus Leave Time would be administered in the same capacity as standard vacation including compensation rate, request and approval, and reporting expectations.
- Bonus Leave Time will have no cash value and cannot be cashed out at resignation, termination, or retirement.
- Must use the bonus leave time prior to the expiration date, as there is no carry over after the bonus leave time expires.



Option 3 **BONUS DEFERRED** **COMPENSATION** **CONTRIBUTION**

- One month of salary (168 hours) paid over three annual installments into the employee's Nationwide Deferred Compensation account at the highest step or top of band of classification held by the employee at each vesting date.
- Minimum amount of each payment will be \$1,666.67 and a maximum payment of \$3,333.37 (base hourly rate of pay for the classification multiplied by 56). The amount of each payment may change depending upon an employee's individual circumstances.
- Total minimum amount received will be \$5,000.01 and maximum will be \$10,000.02 paid over three installments.
- Applicable taxes will be applied and withheld.

Eligibility for Employee Choice Bonus Plan



- To receive each payment, you must be hired as a new full-time employee, and be active both on the vesting date and during the pay period in which the payment is issued.
- Full-time employees on an unprotected unpaid leave on the vesting date are ineligible for that specific payment.
- Employees that separate from full-time service prior to a vesting date will no longer be eligible for that specific payment.
- Employees that receive one or two payments, separate from full-time service and then return to full-time service are excluded from eligibility to receive further payments of any kind.
- Employees that leave full-time service prior to receiving any payments, and then return to full-time service on or before June 30, 2026, are eligible to receive future payments in accordance with their new hire date.



STANISLAUS
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Take Your Place.

COMPENSATION & BENEFITS

Approximate Annual Base Salary:
\$83,865-\$101,940 Annually

The County of Stanislaus provides a competitive and comprehensive benefits package for regular full-time County employees including:

- Excellent retirement benefits
- Medical, dental, vision, and basic term life insurance plans
- 96 hours of sick leave annually
- 12 paid holidays annually
- Disability protection
- Optional participation in Flexible Spending Account programs
- Optional Supplemental Life & AD&D insurance plans
- Employee Assistance Program

Details available upon request.

RECRUITMENT INCENTIVES:

Employee Choice Bonus Plan:

Stanislaus County now offers an employee bonus worth up to \$10,000 or 21 additional days of leave time! Visit stanjobs.org for details.

Career Ladders:

We offer valuable tools to help plan your career with Stanislaus County. Find ways to grow and develop within the organization— from Accounting to Public Safety to IT.

Learning Institute:

Whether you're a new employee or looking to acquire new skills, our Learning Institute offers a chance to take on new challenges and ways to consistently hone and improve skills.

WELLNESS BENEFITS

The Mission of Club Wellness is to facilitate and encourage the "good health" of the county workforce.

"Good health" is a state of complete physical, social and mental well-being, and not merely the absence of disease or infirmity; health is a resource for everyday life, not the object of living, and is a positive concept emphasizing social and personal resources as well as physical capabilities. The program seeks to increase awareness and knowledge of all employee benefits, nurture a team spirit and positive health behaviors, to motivate employees to adopt healthier habits and to provide opportunities and a supportive environment to create positive lifestyle changes.



CLASSIFICATION INFORMATION

Unless otherwise provided, this position is part of the Classified Service of the County and is assigned to the Technical Services bargaining unit for labor relations purposes.

Individuals who are in a full-time classification are required to serve a twelve-month probationary period, which may be extended an additional six months for a total of eighteen months. Incumbents may also be subject to overtime, standby, callback, weekend, holiday and shift assignments as identified in their MOU (Memorandum of Understanding).

The Job Task Analysis provides information detailing the physical and functional demands of the classification. For the complete job task analysis, visit the Risk Management website: <http://www.stancounty.com/riskmgmt/risk-dm-jta-class-sub-main.shtm>

APPLICATION PROCEDURES/FINAL FILING DATE: APPLY BY December 17th, 2025

Oral Examinations are tentatively scheduled for the week of December 29th, 2025

Note: The eligible list generated from this recruitment may be used to fill future extra-help, part-time and full-time vacancies throughout Stanislaus County.

Applications cannot be submitted later than 5:00 p.m. on the final filing date. Make your online application as complete as possible so a full and realistic appraisal may be made of your qualifications.

Resumes will not be accepted in lieu of a completed application.

Attaching your resume and cover letter are an optional feature for those who wish to do so in addition to completing the required application. Information on your resume and cover letter will not substitute for the education, work experience and required fields on the County application. The online County application is the primary tool used to evaluate your job qualifications.

RECRUITMENT ACCOMMODATIONS

Arrangements may be made to accommodate disabilities and religious convictions. Applicants requiring testing accommodations are required to complete and submit the Testing Accommodations Request Form prior to the test administration date. Special arrangements for religious convictions should be included in the "Additional Information" section of the application form.

GENERAL QUALIFICATIONS

- Pass County-paid pre-employment job-related background investigation.
- Perform job duties in a manner assuring a safe working environment for oneself and others.
- Maintain confidential information according to the legal standards and/or County regulations as required.
- Some positions may be required to possess and maintain a valid California Driver's License and meet County insurability requirements.

APPLICATION AND/OR EXAMINATION APPEAL RIGHTS

Application and/or examination results may be appealed by applicants presenting facts alleging irregularity, fraud and/or error in application screening or in exam scoring. Appeals must be in writing and submitted to the Chief Executive Officer within seven (7) days after the examination results are mailed.

DISCLAIMER

Stanislaus County reserves the right to revise the examination plan described in this flyer to better meet the needs of County service. The provisions of this bulletin do not constitute an express or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. The information contained in the bulletin is information which sets forth a general summary of benefits for this respective position. This information is not legally binding. The benefits and other information regarding this position may be found in the Stanislaus County Code, the Stanislaus County Personnel Policies manual, or in the applicable Memorandum of Understanding(s), and such information prevails over information contained in this flyer. Questions regarding this bulletin may be directed to the Stanislaus County Chief Executive Office/ Human Resources.